

To: AACT

From: Paul Strobis Jr., Assistant Manager of Paratransit Contract
Operations, Office for Transportation Access

Date: October 27, 2010

Subject: THE RIDE Report for the period beginning September 1, 2010
Through September 30, 2010.

There were a total of 413 persons registered in the North during the month for a total of 1278 FY'11 to date. There were a total of 276 persons registered in the Northwest during the month for a total of 931 FY'11 to date. There were a total of 124 persons registered in the South during the month for a total of 440 FY'11 to date. There were a total of 91 persons registered in the Southwest during the month for a total of 321 FY'11 to date. There were a total of 321 persons registered in Boston during the month for a total of 1044 FY'11 to date. There were a total of 23 persons registered out of area during the month for a total of 93 FY'11 to date. There were a total of 1248 persons registered during the month and 4107 persons registered FY'11 to date.

Statistics for September 2010 (FY2011)

Veterans Transportation Services LLC (VTLLC) had 101,199 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 101,199 trips. There were 21,449 trips canceled, 8,073 trips that were no shows and 65 trips that were missed. VTLLC completed a total of 71,612 and had 763 trips late over 30 minutes during the month. VTLLC had a total of 86 complaints during the month. VTLLC had a total of 52,032.00 revenue hours and 566,913 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 81,789 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 81,789 trips. There were 14,206 trips canceled, 6,037 trips that were no shows and 22 trips that were missed. GLSS completed a total of 61,524 and had 509 trips late over 30 minutes during the month. GLSS had a total of 53 complaints during the month. GLSS had a total of 39,367.00 revenue hours and 479,774 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 75,003 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 75,003 trips. There were 12,370 trips canceled, 5,936 trips that were no shows and 50 trips that were missed. TTI completed a total of 56,647 and had a total of 525 trips late over 30 minutes during the month. TTI/YCN had a total of 60 complaints during the month. TTI/YCN had a total 36,069.00 revenue hours and 490,258 revenue miles during the month.

There were 1248 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion